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**COMPLETE**

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Page 1: Classified Position Request Form

**Q1** Please enter the following:

Department	<b>Veterans Services</b>
Position Title	<b>Veterans Services Specialist</b>
Salary Range	<b>27</b>
Annual Salary at Step B*	<b>40,836</b>
Hours/week and # of months	<b>40 hours a week/12 months.</b>

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**Q2** Provide the following information for the new position or the increase in FTE for an existing position that is being requested, or the request to fill a vacant, frozen or defunded position:

Position classification and number	<b>Veterans Services Specialist</b>
Proposed FTE	<b>1.0</b>

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**Q3** Contract type **12-month****Q4** What type of position is being requested? **Position currently funded by grant funds**

<b>Q5</b> Please attach the description for the position classification (contact GCCCD Human Resources to obtain this).	<b>Respondent skipped this question</b>
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**Q6** What are the actual duties and responsibilities that are specific to this requested position? (100 words or less)

1. Assists and meets with students applying for various programs, services, and benefits including Veterans and dependents; processes military tuition requests for tuition assistance; refers students to various programs and services; assists students with establishing and meeting educational goals.
3. Maintains thorough knowledge of Veterans educational benefits to provide the best possible information to prospective and enrolled student veterans to help them maximize their eligibility and achieve educational goals.
4. Work with relevant enrollment offices to develop and implement strategies to enroll and retain highly successful student Veterans.
5. Assists student veterans with filing of disability documentation and advocate on behalf of their special needs.
6. Assist in the planning and conduction of recruitment activities for veterans including, providing information on the admissions, testing, and enrollment procedures to prospective students.
7. Develop, maintain, and disseminate informational and instructional handouts to assist military students with understanding, applying for benefits, and maintaining eligibility.
8. Counsel students on their potential eligibility for various chapters of the GI Bill and assist with coordination of military benefits with financial aid.

**Q7** Please address the following: How are the duties of the requested position currently being performed, if at all? How does the lack of this position impact the program or service area? What impact, if any, have frozen or vacant positions within the department had on services or staff workload? (200 words or less) (Rubric Criteria 1)

Many duties are not performed due to the lack of resources. Veterans Services has a temporary VRC specialist that assists with some of the duties and is employed at 12 hours week. A challenge facing our Veterans Services program is that we currently only have one full time employee. We currently employ a Veterans Services Specialist at .3 FTE that performs a variety of technical duties to assure eligible students receive available veteran benefits and educational services; evaluates military experience and advises student applicants on veterans educational benefits; explains program regulations and policies; provides assistance and information in person and on the telephone regarding various General Issue (G.I.) Bill programs, VA tutorial assistance, work-study benefits, and other services. However, the ability to perform the duties as outlined in the duties and responsibility description is greatly affected by the limited the hours the .3 FTE temporary Veterans Services Specialist.

Veterans services currently has only one full time employee. Below is a list of employee at Veterans Services:

- One fulltime Certifying Official
- One counselor at .5 FTE
- Veterans Center Coordinator at .5 FTE
- Veterans Services specialist at .3 FTE

The Veterans Center coordinator and specialist positions are grant funded and are temporary. Services such as outreach, monthly workshops, assists student veterans with filing of disability documentation would be greatly reduced. On-going education and training for students, faculty, staff, and the greater community on issues and opportunities relevant to student veterans, military personnel, and their family members that foster a deeper awareness and understanding would also be impacted. A Veterans Services staff that only has one fulltime certifying official and on .5 FTE counselor is unable to sustain the services that are currently offered.

**Q8** How has the program/service area changed over the most recent five academic years and/or how is it expected to change within the next five years (i.e. growth, additional services, increased workload and reorganization) that warrants this position? \*\*Please use both quantitative and qualitative data including, but not limited to: enrollment and productivity data, staffing or other studies, surveys, volume of students or employees served, total comp time accrued, number of hourly/ intern/ volunteer/work-study, and services provided.\*\* (200 words or less) (Rubric Criterion 2)

A 2018-2019 comparison report showed that student veterans have a lower percentage rate of course success and GPA versus the general college student population. A similar report for 2017-2018 showed similar results:

- Veteran course success rates are lower than the college-wide average (72% versus 75.7%)
- Veterans mean academic year GPA is lower than college wide average (2.79 versus 2.94)

Although our college strives to address the needs of our student veterans, additional staffing is needed to help support our veteran population. A veteran focused bond measure was passed by the city of El Cajon, California in 2012. Funds from the bond measure was used to remodel our Veterans Center. The construction bond helped improve our Veterans Center facilitates by increasing the overall size of our floor plan from 870 square footage to 2487 square footage. The remodel relocated the certifying official and counselor to one central location. As a result, Counseling services and VA benefit certification have become more accessible to students. Student veterans and military affiliated students have access to a "one-stop shop" to get all of their student needs met. It is critical to student success that student veterans have a fully staffed center.

**Q9** How would this position's main duties specifically support the institution's strategic priorities? Acceleration Guided Student Pathways Student Validation and Engagement Organizational Health (200 words or less) (Rubric Criterion 3)

The Veterans Service Specialist primary duties is to maintains thorough knowledge of Veterans educational benefits to provide the best possible information to prospective and enrolled student veterans to help them maximize their eligibility and achieve educational goals. At Cuyamaca College student veterans are impacted by an identified range of academic and non-academic barriers including: difficulty in transitioning from military to civilian life, mental health issues, limited finances, poor study habits, and familial challenges. As a result, our student veterans face unique social, academic and physiological issues that differ from our typical student population. The Veterans Center Specialist is directly allied with the Student Validation and Engagement Organizational Health. The duties outlined in this staffing request will help promote a campus climate that values veterans and fosters a culture of trust and connectedness across the college community. Veterans Services Specialist would provide on-going education and training for students, faculty and staff. Thus, supporting the institutions strategic priorities.

**Q10** How will the position impact the ability of the program or service area to innovate and meet changing needs? (150 words or less) (Rubric Criterion 3)

Cuyamaca College Veterans Services received funding from the state that runs through June 2021. The grant has assisted in improving our institutional capacity to provide support services and increase retention, persistence and completion of degrees among veteran students. The funds allocated from the state are being used to fund the temporary Veterans Specialist position. The position has provided crucial assistance for our student veterans. Many students meet with our Veterans Services Specialist and assists student veterans with filing of disability documents and other VA related forms. This allows students to maximize their eligibility and achieve their educational goals. This position has assisted in improving our institutional capacity to provide support services that are unique to the student veteran population. We believe this position will help increase the likelihood that veteran students will successfully transition from the military environment to campus life, and that students will receive much needed support for completing their educational goals.

**Q11** Please confirm that you have discussed this faculty position request with the Division Dean and that you understand that Division Deans will be providing feedback to help inform the prioritization process.

**Yes, I have discussed this position request with the Division Dean**